Position Description

Position Summary
A member of the Division of Vocational Rehabilitation (DVR), the Business Services Consultant (BSC) works in one of the division's Workforce Development Areas, maintaining responsibility for facilitating the establishment and maintenance of working relationships with the business community that enables DVR to continually generate solutions for area business needs and workforce challenges while also expanding competitive employment opportunities for persons with disabilities.

The BSC will engage in outreach to Wisconsin businesses within the area, requiring the learning of business needs and challenges, informing businesses about the opportunity to connect to and benefit from DVR talent, and connecting businesses to additional workforce resources, and crafting solutions and services that meet business expectations. The BSC will offer consultation, information, and support to DVR teams regarding labor markets, industry sector needs, business expectations, and employment opportunities. In partnership with businesses, the BSC will forge solutions to business/workforce needs for disability-specific information and services, including areas such as the Americans with Disabilities Act (ADA) and strategies to enhance diversity and inclusion. The overarching purpose of DVR BSC business services is to positively impact employment of individuals with disability and meet WI business need for talent and other workforce solutions.

Principle Responsibilities, Tasks, and Indicators

50% A. Establish and maintain professional relationships with business and community partners to effectively expand employment and training opportunities for DVR consumers.

A1. Inform businesses about proven and/or innovative strategies to train and hire a qualified workforce through DVR, partner initiatives such as internships, school to work programs, apprenticeship, on the job training, business or industry-specific cohort training, incentives, grant initiatives. In addition, ensure these customers are aware of vocational implications of disability, rehabilitation technology, job accommodations, opportunities to become engaged in disability and employment activities; e.g. DVR's programs and services and they continue to be educated on the business case for developing and sustaining a diverse workforce.

A2. Maintain ongoing communication of information with businesses and workforce partners about DVR's program and services, the DVR talent pool, diverse workforce resources, and opportunities to forge solutions to workforce challenges.

A3. Collaborate with DVR teams, business service teams, service providers, and critical partners/stakeholders to ensure businesses have access to resources and expertise necessary to create solutions to workforce and business needs.

A4. Work with community partners and employers to ensure DVR and employers marketing/informational materials are accurate, user-friendly, efficient, effective and address current business expectations.

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A5. Work with consumers and employers to develop new/modified positions that will utilize the consumer’s qualifications.

A6. Provide regular follow-up contact to assure consumer and employer satisfaction, consumer’s successful job performance and the maintenance of employment in an effort to ensure everyone's needs continue to be met.

25% B. Provide disability and employment subject matter expertise to business and critical partners to establish DVR as the premiere employment resource for businesses and the workforce system.

B1. Apply in depth knowledge of the Vocational Rehabilitation program (mission, values, scope of services, incentives/services) in educating businesses and consumers regarding potential benefits associated with businesses engaging in talent, recruitment, hiring, training, retention, and advancement through DVR, as well as inform them of opportunities available to fully access the scope of DVR Business and Consumer Services.

B2. Research and maintain an awareness of critical partnerships/stakeholders and resources that could benefit business, such as other businesses, DVR consumers, DVR teams, workforce system partners, academic and training partners, service providers, community resources partners, high school partners, Independent Living Centers, Long Term Care, Disability Resource Centers, and Technical Assistance Partners.

B3. Anticipate businesses routine requests for information and support by proactively preparing to respond with necessary resources and information.

B4. Collaborate with and include key partners in effectively responding to business needs and maintaining effective support in addressing business inquiries and needs.

B5. Demonstrate working knowledge of federal and state inclusive recruitment and employment strategies, including Schedule A hiring, the DVR WI Limited Term Employment Internship Program, and other non-competitive opportunities designed to enhance diversity within government and government-contracted businesses to facilitate their knowledge and understanding.

B6. Develop presentations and provide information to business in a variety of formats and venues, including public presentations, business meetings, human resource meetings and economic development venues.

B7. Participate on VR statewide work groups and committees designed to monitor and enhance the effectiveness, quality, efficiency, and performance of business services initiatives.

B8. Provide DVR teams and business with labor market information (LMI) such as most efficient and

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effective strategies to access and use LMI in practice, sharing local LMI information including local industries and occupations experiencing growth, industry sector LMI, wages/compensation, training requirements, career pathways, etc. Inform VR team of current employment market, hiring trends, and occupational/skill projections.

B9. Provide businesses, DVR team members, DVR consumers, service providers and other partners/stakeholders information about Americans with Disabilities Act (ADA), ergonomics, accommodations, rehab technology, resources and options for on the job supports, or other disability-related employment topics. Document activities engaged in with businesses and DVR consumers in case management systems as required by DVR and collaborative agreements with workforce partners.

25% C. Maximize consumer/job seeker employment outcomes by strategically working with DVR, Workforce Investment and Opportunity Act (WIOA) and other business partners to research, develop, and implement creative and innovative approaches to meeting consumer's and business's needs for diverse talent.

C1. Conduct ongoing research to remain informed about varied projects, pilots and innovations in place through DWD, the National Employment Team (NET), DVR and other workforce programs, and connect DVR teams, businesses, consumers and service providers to these initiatives and opportunities. Provide support for the continual monitoring and evaluation of successes/failures of innovations, etc. to enhance future successes/improvements.

C2. Develop effective strategies to inform DVR teams, service providers, DVR consumers, and critical partners and stakeholders of detailed employment and training opportunities in Wisconsin.

C3. Work in close collaboration with local businesses and DWD/Workforce partners to research and develop and implement innovative to match talent to business needs, train the future workforce, and develop solutions to business challenges and opportunities that result in successful employment.

C4. Work with DVR teams, service providers, businesses, and consumers and critical partners to identify service delivery opportunities, gaps, to prepare consumers to successfully connect to and retain employment.

C5. Participate in assigned work groups or committees to advance and support DVR's mission, services, and strategic plan.

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Knowledge, Skills and Abilities Required

- Ability to develop and implement effective business outreach strategies with team input to build relationships with partners, individuals, organizations and businesses
- Demonstrate active listening skills.
- Demonstrate ability to complete business needs assessment and solution identification to meet business talent development and recruitment needs.
- Ability to describe DVR and DWD business services and opportunities; using necessary tools to highlight available services leading to networking success.
- Knowledge of corporate and business governance regarding recruitment and hiring practices
- Ability to interact with business organizations and multi-state business operations
- Knowledge of labor market information and workforce trends
- Understanding of work incentives available to business, and benefits of recruiting a diverse workforce
- Knowledge of the Vocational Rehabilitation program, including mission, values, services, clientele, structure, and consumer and business services available
- Knowledge of the principles of Workforce Innovation and Opportunity Act, the Rehabilitation Act, and the American with Disabilities Act
- Ability to work cooperatively and productively in a team-based work environment.
- Ability to get along with diverse populations including persons with different ethnic or socio-economic backgrounds and persons with disabilities
- Strong written, verbal and group presentation skills.
- Knowledge of effective job search methods and the skills, abilities and knowledge required for a variety of occupations
- Knowledge of employment and training needs of low income, underemployed, and other groups of persons facing substantial barriers to employment
- Knowledge of and demonstrated ability to maintain account management and case management documentation and systems
- Ability to successfully market products and services
- Self-organizational skills and time management skills
- Knowledge/ability to use computers, Outlook, Power Point, case management/account management software, and social media tools such as LinkedIn, Facebook and Twitter

Special Requirements: Ability to travel statewide and to travel to meet DVR consumers, business customers, and community partners as necessary

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Supervisor: _____ Date:_______